

PUBLIC SAFETY COMMUNICATIONS DISPATCHER

GRADE: 15

FLSA: NON-EXEMPT

CHARACTERISTICS OF CLASS:

The Public Safety Communications Dispatcher performs intermediate technical work for the control of the flow of information between police department personnel, other law enforcement agencies, and the public; and for ensuring the maintenance of communications necessary to support the operations of the police department on all shifts.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers during routine or emergency situations.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

- Receives non-emergency and emergency calls from the general public for police assistance, categorizes and prioritizes them before relaying appropriate information to police department personnel.
- Dispatches police department personnel on patrol to various locations in response to calls and as instructed.
- Receives requests for information, assistance and instructions from officers in the field.

- Receives calls from the public on problems relating to public works and other city departments at times when these departments are closed and contacts appropriate personnel as necessary.
- Maintains logs and records concerning incoming calls, communications with officers in the field, reports of abandoned autos, license checks, information checks, traffic light malfunctions, teletype messages, weather reports and others as required.
- Reports all defects or malfunctions and makes requests for repairs to communications equipment as necessary.
- Assists other sections of the department in message taking and other duties as necessary.
- Receives animal control related calls and dispatches Neighborhood Services Officers as required.
- Performs other related duties as required or necessary.
- Responsible for receiving calls from the public in a manner that all necessary information is obtained, that the person making the call is reassured, and that the appropriate action is taken in a timely fashion to ensure that the major objectives of the department are met.
- Responsible for maintaining all logs and records in an up-to-date and accurate manner.
- Responsible for ensuring that the proper radio procedures are being followed.
- Responsible for ensuring that all defects in equipment are reported immediately and that requests for repairs are made in a timely fashion.
- Responsible to keep abreast of Federal, State and local laws and policies effecting police communications operations.
- Responsible for maintaining required confidentiality and security of police information and record with regard to radio communications.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience equivalent to a high school education. Experience in dealing with the public in some capacity. Ability to speak clearly and understandably. Ability to work under difficult and stressful conditions and to remain calm in emergency situations. Must be able to organize work and to maintain records in proper order. Experience in police dispatch, police department or related activities is preferred. Must secure and maintain MILES and NCIC certification.

Preferred Knowledge, Skills and Abilities:

- Considerable knowledge in proper radio procedures.
- Skill in the use of two-way radios, computers, teletype machines and other communications equipment.